

FACC Complaints Report - November 2025 to February 2026





Complaints Breakdown (Nov-Feb)

Table 1 - Number of new individuals who complained

Month	Number of new individuals who complained
November	0
December	1
January	0
February	0

Table 1 shows the number of new individuals who have complained and have been logged on the system that haven't previously contacted the Airport. These individuals contact the Airport either through e-mail, WebTrak, phone or letter. The last new individual who complained was on 18th of December 2025.

Table 2 – Number of complaints and individuals who complained

	November	December	January	February	Total
Complaints	14	41	20	16	91
Individuals who complained	5	7	7	3	22

Table 2 shows the breakdown in complaints between the months of November 2025 to February 2026. The table highlights the number of complaints that were submitted each month and the number of individuals who complained.

The number of individuals who complained relate to the number of unique individuals that complained in that month and if an individual complains in each month they are counted in each month. In this instance the total number of individuals who complained is the total of each month added together.

If you would like a further breakdown of complaints or individuals who complained, please see the FACC Information Report.

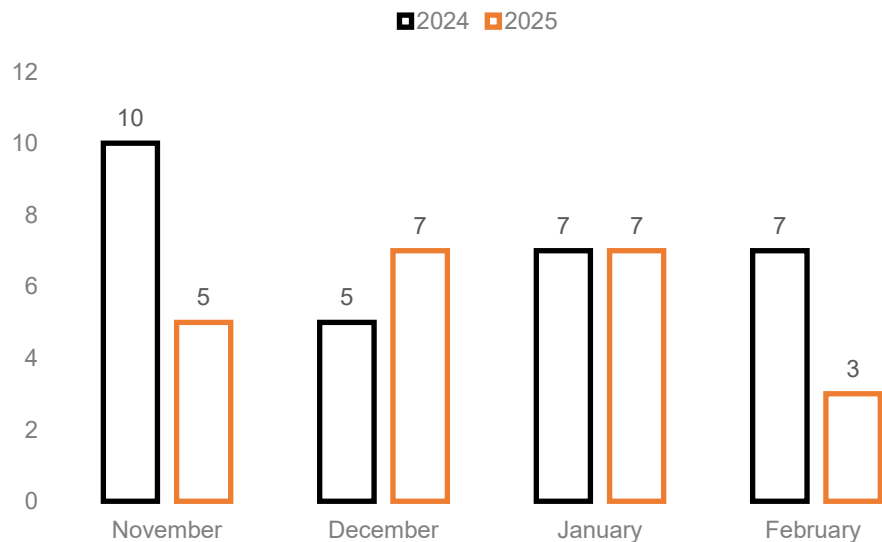


Figure 1 – Number of individuals who complained

Figures 1 and 2 to the left and right illustrates the comparison between November to February from the current and previous year in both the number of complaints and individuals who complained.

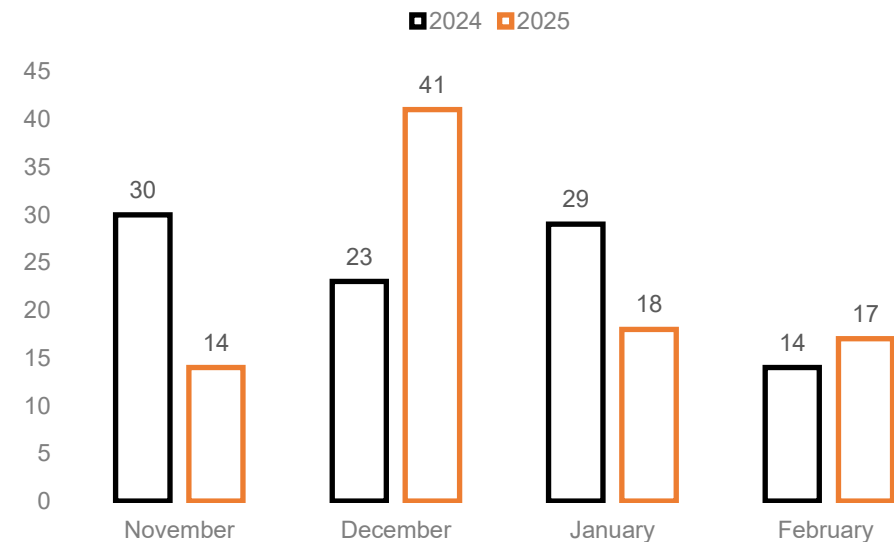


Figure 2 – Number of complaints

Complaints Breakdown continued (Nov-Feb)

Table 3 – Complaints breakdown per operation type

Operation	Runway	Number of complaints
Arrival	24	70
Departure	24	9
Arrival	06	1
Departure	06	3
Arrival	Heli	0
Departure	Heli	0
Flying Club	24	0
Flying Club	06	0
Other*	Other	8

Table 3 refers to the type of operation in use at the time of the complaint. An example is whether it is an arrival or a departure that triggered the complaint.

The Runway in use 24 or 06 and the number of complaints each of these operations generated. Heli refers to the number of helicopter movements that generated complaints.

The flying club are allowed to operate out of the Airport, complaints related to these smaller aircraft designed for general aviation are also captured.

Other is referred to as anything that is not linked to a Farnborough Airport movement such as unrelated, odour, ground noise, no detectable aircraft, out of hours

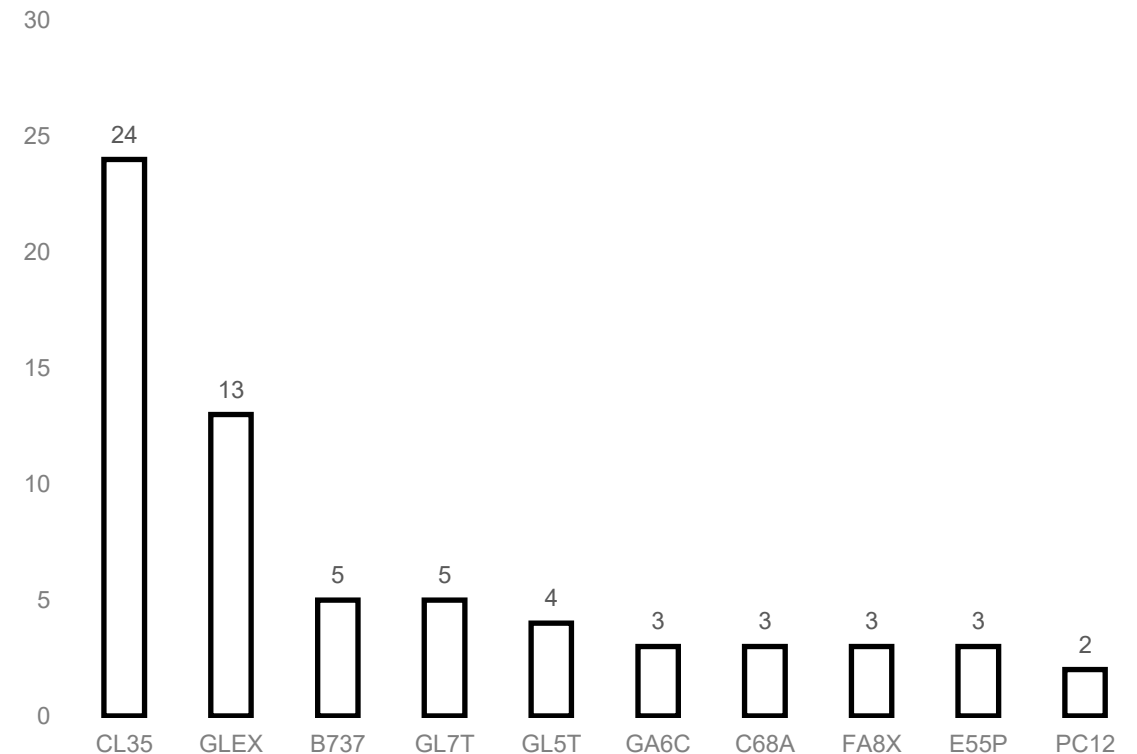


Figure 3 – Complaints by Aircraft Type (Ranked)

Figure 3 represents a snapshot of the aircraft types (ranked 1-10) that are linked to each complaint (where applicable). Not all complaints will have a unique aircraft type linked to it, there may be instances where no identifiable aircraft may be linked to the complaint. An example would be an individual complaining about the frequency of flights over their area and not a specific movement.

Total Complaints in the period November– February was 91

The total number of aircraft types that were complained about was 25.

Overall individuals who complained (Nov-Feb)

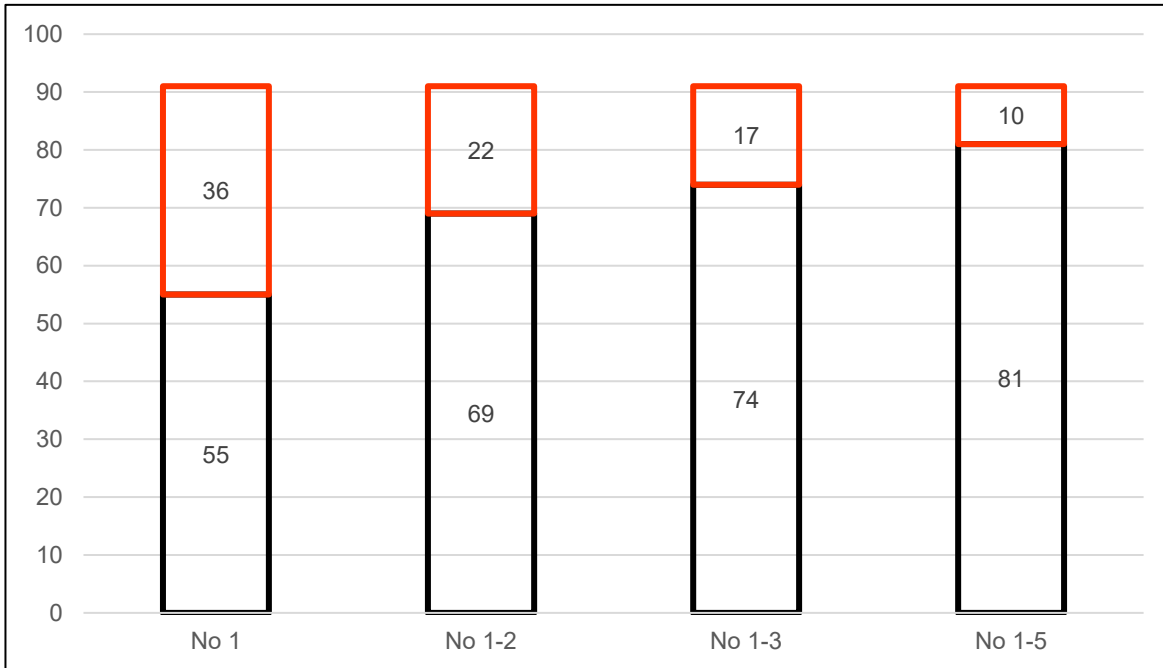


Figure 4 – Breakdown of individuals who complained (Ranked 1 to 5)

Figure 4 represents the complaints breakdown and number of individuals that complained. The blue bar shows the number of complaints submitted by the number of individuals displayed at the bottom and the orange bar above it displaying the all the remaining complaints.

One individual submitted **55** complaints , this accounted for **~60.44%** of the complaint's submitted between November to February.

Two individuals accounted for **69** complaints which accounts for **~75.82%** of all complaints submitted between November to February.

Five individuals submitted **81** complaints with accounts for **~89.01%** of all the complaints submitted between November to February.

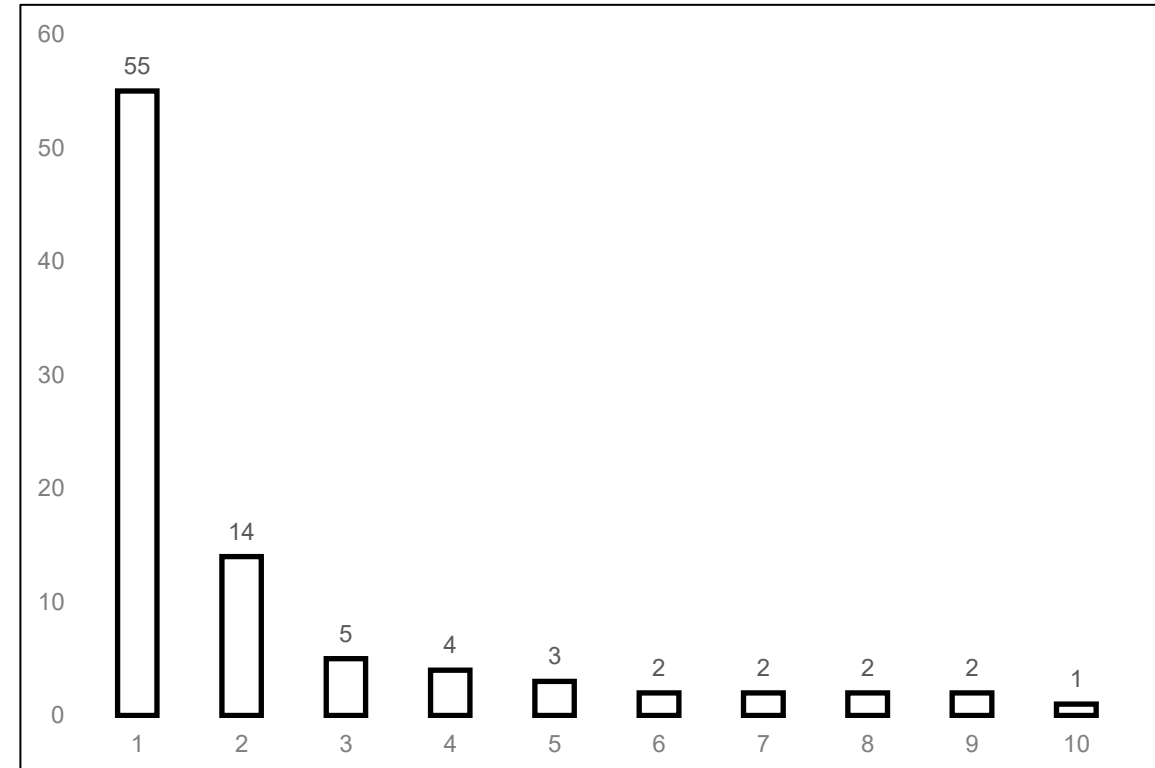


Figure 5 – Breakdown of individuals who complained (Ranked 1 to 10)

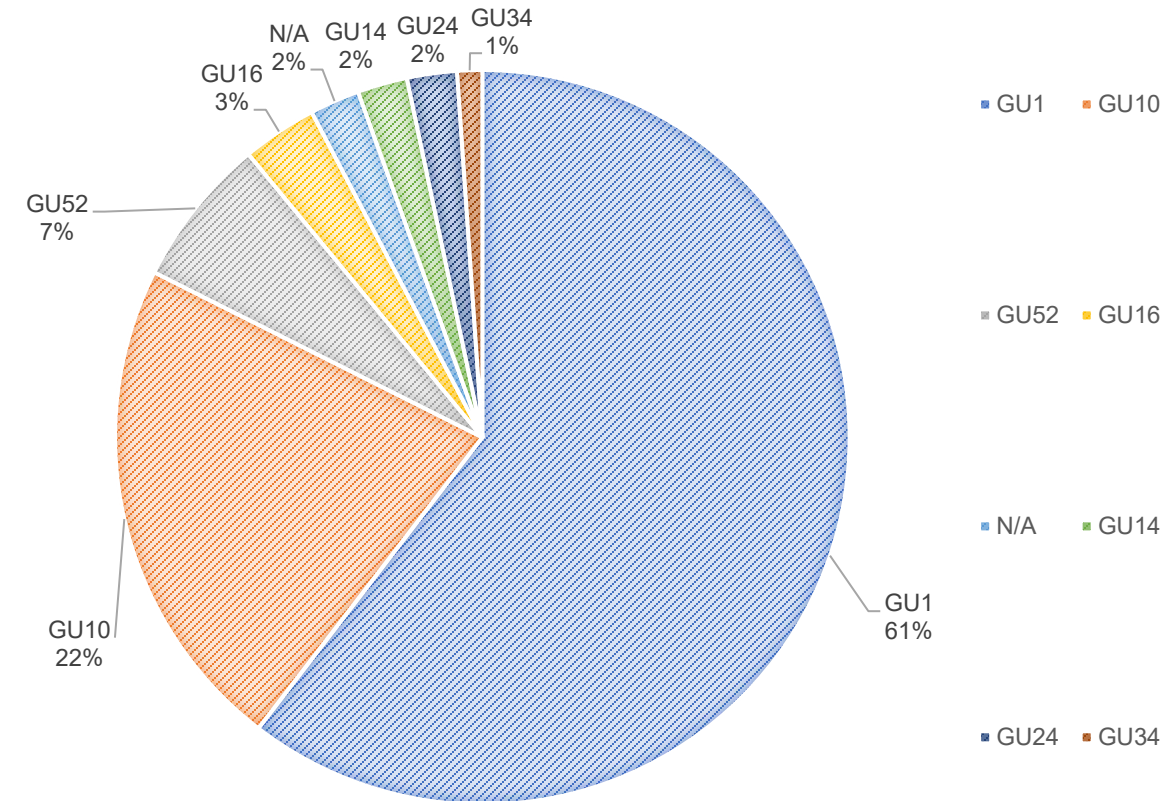
Figure 5 highlights the breakdown of the complaints received by ten individuals who complained during this period.

For an individual to appear in the graph above, an individual needed to generate **1** complaints.

Postcode Information (Nov-Feb)

Table 5 – Complaints breakdown per postcode

Postcode	Area	Number of complaints	Number of individuals who complained
GU1	Guildford	55	1
GU10	Frensham	20	3
GU52	Church Crookham	6	2
GU16	Frimley	3	1
GU14	Farnborough	2	1
Details not provided (N/A)	N/A	2	1
GU24	Pirbright	1	1
GU34	Colemore	1	1



Total number of postcodes - 7 (1 individual did not provide sufficient details)

Three postcode account for ~89% of complaints

Postcodes were identified using <https://postcodefinder.net>

Percentages rounded up on Pie Chart